



The KidsVentures Wraparound Care & Camps Terms & Conditions

Last updated: July 2026



KidsVentures

COMMERCIAL TERMS AND CONDITIONS OF ATTENDANCE AT THE KIDSVENTURES WRAPAROUND CARE AND CAMPS

Please read these Terms and Conditions carefully. These Terms and Conditions apply to the childcare services provided by The Kids Ventures Ltd ("KidsVentures"), trading as KidsVentures and operating the Ofsted-registered provision known as The KidsVentures Wraparound Care and Camps. By signing up for an account with KidsVentures you accept these Terms and Conditions (which constitute a legal agreement).

KidsVentures is a private limited company The Kids Ventures Ltd with company registration number 15513252 and registered office at Registered Office: 71-75 Shelton Street, Covent Garden, London WC2H 9JQ, with contact email info@thekidsventures.com. It operates from St Elmos Road, Rotherhithe, SE16 6SD, which it occupies under the terms of a licence with St John's Catholic Primary School in the Borough of Southwark.

Let's start with the basics, including a few definitions to help you understand this agreement. KidsVentures, (or the "Service") is a childcare service offered through the URLs <https://thekidsventures.com> and/or <https://thekidsventures.magicbooking.co.uk> (we'll refer to them collectively as the "Website") which allows you to create an account in order to view and book Wraparound Care Sessions including Breakfast Club, After-School Club, and Holiday Camp Programmes for children aged 3-11 years.

REGULATION

The KidsVentures Wraparound Care and Camps is registered with Ofsted (URN: 2885540) and operates in compliance with applicable law and regulation. Inspectors regularly visit KidsVentures to ensure the appropriate standards of care are being provided.

CUSTOMER ACCOUNT ELIGIBILITY

You must:

- Be 18 years old and legally able to enter contracts in the UK.
- Complete the registration process.
- Agree to these Terms and Conditions.
- Provide true, complete and up-to-date contact information.

REGISTRATION

You must:

- All parents/carers must complete our online Registration Form before a booking can be made.
- KidsVentures must be notified of any changes in Registration details as soon as possible, in writing. All parents/carers are responsible for ensuring all registered information is kept up to date on our parents' booking system.



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ACCOUNTS AND PASSWORD

- You are responsible for keeping your account name and password confidential. You will immediately notify us of any unauthorised use of your account. We do not have access to your current password, and for security reasons, we may only reset your password.

ADMISSIONS

- KidsVentures provides services to all children and is free from discrimination regardless of their gender, specific needs, learning difficulties, background, religion, ethnicity or how well they can speak English.
- KidsVentures encourages children with additional needs to participate in its activities. Should a child require 1:1 care, KidsVentures endeavours to assist by working with local agencies, such as the Local Family Information Service (FIS), to obtain the appropriate additional care and funding for the child. Please note that booking requests for 1:1 care must be submitted at least 1 month in advance and are subject to securing funding and suitably experienced staff being available to support the children.

BOOKINGS

- All bookings must be made through (<https://thekidsventures.magicbooking.co.uk>)
- Sessions available for booking can be found and booked online through <https://thekidsventures.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare.
- Bookings are guaranteed and held once full payment has been received by KidsVentures.
- Booking confirmation emails from our booking system confirm what you have booked. Please check it, including dates, location, and child details. We will require you to inform us within 24 hours if there is an error with your booking.
- If paying via childcare vouchers/Tax-free childcare, please note that payments can take up to 7 days to arrive.
- Please note that having an overdue balance may lead to the termination of your child's place within the club.



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FEES & PAYMENTS

- The fees payable in respect of your child / children's place at KidsVentures are set out in the enrolment details.
- All fees are payable monthly in advance, within 7 days of the delivery of an invoice.
- In the event that any fees are unpaid for more than 7 days, we reserve the right to exclude your child from KidsVentures temporarily until such fees are paid in full.
- Further, we may charge interest on any unpaid fees at a rate of 4% per year, payable from the due date until settlement of any invoice in full.
- In the event that you request any additional attendance for your child during a month, it may only be provided subject to availability, and it will be invoiced in arrears.
- Fees are determined on the basis of your bookings, and not attendance.
- We reserve the right to increase fees at any time by providing one months' notice in writing.
- Ad-hoc sessions booked 24 hours or more in advance are charged at the standard session rate. Late ad-hoc bookings (made within 24 hours of the session start time) are charged at the standard session rate plus a £3 late booking fee and a £2 flexibility fee.

METHODS OF PAYMENTS

- KidsVentures accepts Credit/Debit Card, Childcare Vouchers, Tax-Free Childcare, and the Student Finance Childcare Grant Payment Service. Cash is not accepted under any circumstances.
- Card payments are considered paid and guaranteed at the point of transaction. A confirmation will appear on screen within the online booking system, followed by an automatic confirmation email.
- When paying by card, the first payment is due at checkout. Parents/Carers may save card details and select the start date for subsequent instalments when setting up a payment plan.
- If you are experiencing financial difficulties, please contact the KidsVentures Accounts Team, who may be able to advise on next steps.

FEES & BILLING

- Fees are charged based on bookings, not attendance.
- Any additional attendance requested during the month is subject to availability and will be invoiced in arrears.
- KidsVentures reserves the right to increase fees at any time by providing one month's written notice.

OVERDUE BALANCES

- KidsVentures reserves the right to block further bookings for any account holder with an outstanding invoice awaiting payment.
- KidsVentures may suspend access to sessions until outstanding balances are cleared.



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LATE PAYMENT & DEBT RECOVERY

- If a payment is not received within fourteen days of an invoice being issued or a payment becoming due, a 10% late payment surcharge will be added to the outstanding amount.
- Interest may be charged on unpaid fees at a rate of 4% per year, payable from the due date until the invoice is settled in full.
- KidsVentures reserves the right to withdraw a child's place without notice for non-payment and to take reasonable action to recover funds owed.
- If KidsVentures must take reasonable action to recover owed funds, any costs incurred including administration fees, loss of income, or charges applied by debt recovery agencies will be added in addition to the 10% late payment surcharge and any accrued interest.
- If you are experiencing financial difficulties, please contact the KidsVentures Accounts Team, who may be able to advise on next steps.

TERM AND TERMINATION

- This contract shall commence on the date of signature, or the child's first day at KidsVentures, whichever shall take place first.
- If you booked online, you have a legal right to change your mind about this contract within 14 days of the date of confirmation, however you cannot cancel your booking(s) once your child has started attendance.
- If you change your mind about a booking you made online within 14 days of booking it, and without your child's attendance starting, please contact us. We will refund you as soon as possible by the method you used for payment. We do not charge a fee for the refund.
- If you wish to withdraw your child from KidsVentures, you must provide no less than 4 weeks' written notice. If you would prefer to withdraw your child immediately, you will still be required to pay the fees in full during this notice period.
- If you wish to increase or decrease your child's attendance, we will also require 4 weeks' written notice. In the event that we are able to facilitate an increase in attendance in less than 4 weeks, we shall, subject to payment of the amended fees.
- We reserve the right to suspend or terminate care of any child without notice, where we reasonably consider it to be necessary for the overall safety and well-being of staff and/or other children in our care.
- We may terminate this contract for any reason by providing no less than 4 weeks' written notice.



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OPERATING HOURS: LATE COLLECTION

- KidsVentures is open from 7:40 am to 9:00 am and 3:30 pm to 6:00 pm during term time. These hours do not include bank holidays or other public holidays, and opening times may vary during school holiday camps.
- Please inform us immediately if you will be late collecting your child. Any collection after 6 pm will incur a fee of £10 per 15 minutes commenced.
- If a child is collected after the session closes but within the first 15 minutes, KidsVentures reserves the right to apply a £10 Late Collection Charge per booked child.
- All collections more than 15 minutes after closing will incur a £10 Late Collection Charge per booked child, regardless of circumstance.
- An additional £10 Late Collection Charge per child will be applied for every further 10-minute period up to 50 minutes after close.
- If a child has not been collected 15 minutes after KidsVentures' closing time, and no direct contact has been made with the first named contact or the authorised collector, KidsVentures will begin escalation procedures. Further phone calls will be made to all contacts listed on the child's online account to arrange an alternative authorised pick-up from KidsVentures.
- If no direct contact can be made with any listed contact within 30 minutes of KidsVentures closing, or if collection cannot be arranged before 50 minutes after closing, KidsVentures will contact Social Services in line with our safeguarding procedures. Please refer to our Child Protection Policy for further information.
- You must notify KidsVentures if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form. They must bring photographic I.D. and a password will be used.

ILLNESS AND MEDICAL REQUIREMENTS

- The Parent/Carer agrees that it is their responsibility to:
 1. Notify KidsVentures as soon as possible if your child has a contagious illness, and observe the exclusion period for infection control issued by Public Health England; and
 2. keep KidsVentures informed of any alterations to the child's information, including (but not limited to) medical conditions and dietary requirements.
- The Parent/Carer agrees that, in the event of an accident or incident, KidsVentures may provide first aid treatment and, if necessary, authorise any urgent medical treatment if we are unable to reach the Parent/Carer promptly.
- The Parent/Carer understands and agrees that, while information regarding their child will be treated confidentially, in certain circumstances KidsVentures will be obliged by applicable law or regulation to share information about the child to other organisations, including the police, social care and healthcare professionals.



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DATA PROTECTION

- KidsVentures shall treat any personal information relating to the Parent/Carer and child in accordance with applicable law and regulation, as set out in its privacy policy.
- No photographs or video images shall be permitted to be taken at KidsVentures, other than in accordance with the privacy policy.
- KidsVentures collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. KidsVentures may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from KidsVentures.

POLICIES

- We operate in compliance with the following policies, copies of which are available to you download from our website. It is your responsibility to familiarise yourself with the contents of the policies.
 - Health & Safety Policy
 - Safeguarding Policy
 - Behaviour Management Policy
 - Privacy Policy
 - SEND & Inclusion Policy
 - Food Safety Policy
 - Complaints Policy

BOOKING TYPES:

Each activity has its own booking type, which affects how you book the activity.

BOOKING TYPE DESCRIPTIONS

- **Recurring Wraparound Clubs:** Parents/Carers can select their preferred day(s) of the week and secure those sessions for the entire academic year. This option is best for families who want a consistent, regular booking pattern.
- **Adhoc Wraparound Clubs:** Parents/Carers can book individual dates across the academic year, choosing any available session as needed. Ad-Hoc sessions are charged at a higher rate due to increased staffing flexibility and administrative requirements.
- **Weekly Booking Wraparound Clubs:** Parents/Carers can choose the sessions they need and book one or more full weeks at a time. This option is ideal for families who want to secure a short, regular weekly pattern across the school year.



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SIBLING DISCOUNTS

- Families booking more than one child into Wraparound Care are eligible for a 10% Sibling Discount.
- The discount applies when two or more siblings are included within the same booking.
- The 10% discount is automatically applied at checkout once the eligibility criteria are met.

TEACHING STAFF DISCOUNTS

- After creating your parent account, please contact KidsVentures so we can verify your teaching-staff status and activate the discount on your profile.
- The 10% discount is automatically applied at checkout once eligibility has been confirmed.

LATE BOOKINGS

- All bookings made with less than 24 hours' notice before the session start time are considered Late Bookings (including extensions to existing bookings). In these circumstances, Parents/Carers must contact KidsVentures directly via the club mobile. Email cannot be used for late bookings.

LATE BOOKINGS: MANUAL BOOKINGS

- Late bookings cannot be made online. They are processed manually and accepted at the discretion of the KidsVentures Club Manager. A £3 late booking fee applies to all late bookings due to the additional administrative and staffing requirements.

LATE BOOKINGS: SAME-DAY BOOKING WINDOWS

- For same-day bookings, Parents/Carers must contact KidsVentures during the following times:
- Breakfast Club: between 7:00 am and 8:00 am
- After-School Club: between 2:00 pm and 3:00 pm
- A £3 late booking fee will be added to all late bookings.

LATE BOOKINGS - ACCESS CONDITIONS

- Access to KidsVentures sessions will only be granted when:
 1. The child is already registered for KidsVentures services.
 2. There are sufficient staff on duty to meet required staff-to-child ratios.



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LATE BOOKINGS: NOTIFICATION & PAYMENT

- Parents/Carers will receive a notification confirming that a late booking has been added to their account. Payment must be made online.

DROP-OFF/PICK-UP

SIGNING IN

All children must be signed into the provision by a KidsVentures staff member before being left by Parents/Carers, unless Walk Home Permission has been formally agreed and granted by the KidsVentures Management Team. Walk Home Permission can only be granted for children in Year 6, and approval is at the discretion of the Management Team.

SIGNING OUT

Children must be collected before or by the end of their session and signed out with a KidsVentures staff member by an authorised collector, unless Walk Home Permission has been granted. Walk Home Permission can only be granted for children in Year 5 and Year 6, at the discretion of the Management Team.

LATE SIGNING OUT

If a child is not signed out by a staff member before the session end time, they will be booked into the next session as a Late Booking (see Late Bookings above).

COLLECTION TIME WINDOW

Collection time begins 10 minutes before the end of the booked session. Parents/Carers should speak to site staff if an earlier collection time is required.

END TIME DEFINITION

Advertised end times indicate the latest time a child should be collected to avoid additional charges.

BABYSITTING

- Any babysitting or care arrangement between Parents/Carers and KidsVentures staff is a private agreement and is entirely separate from KidsVentures. KidsVentures accepts no responsibility for such arrangements.
- Any behaviour by staff during private arrangements that negatively affects KidsVentures may be considered misconduct and dealt with under the company's Disciplinary Procedure.



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REFUNDS, CANCELLATIONS NOTICES & CREDIT VALIDITY

REFUNDS

- KidsVentures operates a no-refund policy.
- If a Parent/Carer wishes to withdraw their child from KidsVentures Wraparound Care, a minimum of 4 weeks' written notice is required.
- If less than 4 weeks' notice is given, all booked sessions within the 4-week period remain chargeable, and no credit will be issued.

CANCELLATION NOTICES & CHARGES

SESSION-BY-SESSION CANCELLATIONS (48-HOUR RULE)

This applies only to cancelling individual sessions

- Any booked session that is not attended remains chargeable unless cancelled with at least 48 hours' notice.
- Individual sessions cancelled with a minimum of 48 hours' notice will receive a credit (no refunds).
- Ad-hoc bookings cancelled within 48 hours are not eligible for credit.
- Seasonal/occasional sessions may be cancelled with credit when 48 hours' notice is given from the first booked date.
- Any booked sessions which are not cancelled or attended remain chargeable.

REOCCURRING BOOKINGS & WITHDRAWAL (4-WEEK RULE)

SESSION-BY-SESSION CANCELLATIONS (48-HOUR RULE)

This applies to cancelling future patterns or withdrawing from KidsVentures.

- Reoccurring bookings (weekly patterns or block-booked future sessions) may be cancelled with credit when 4 weeks' notice is provided.
- A minimum of 4 weeks' written notice is required to withdraw a child from KidsVentures Wraparound Care.
- When 4 weeks' notice is provided, any future prepaid sessions may be issued as credit (no refunds).
- If less than 4 weeks' notice is given, all booked sessions within the 4-week period remain chargeable.



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ABSENCE DUE TO SICKNESS

- Credits for sickness absences are issued only when Parents/Carers notify KidsVentures before the start of the session.
- Credits for sickness absences are discretionary and depend on staffing and operational capacity.
- KidsVentures may request medical proof for repeated sickness absences before issuing further credits.
- Sickness absences are not eligible for refunds under any circumstances.

CREDIT VALIDITY

- Credit may be applied to your account when the eligibility criteria are met. This includes providing a minimum of 4 weeks' notice for cancelled session(s) or withdrawal from KidsVentures Wraparound Care.
- When 4 weeks' notice is provided, any future prepaid sessions may be issued as credit, in line with our Refunds & Credit Policy. No refunds are available.
- Any credit issued following cancellation must be used within 6 months or before the end of the academic year, whichever comes first. After this period, unused credit will expire.

ALL ABSENCES AND CANCELLATIONS

- If a child has to leave KidsVentures part way through a booked session, for example due to unsatisfactory behaviour, sickness, injury or a family emergency, a refund will not be made available.

SPECIAL OFFERS AND DISCOUNT CODES

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time.



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FORCED CLOSURES

CANCELLATION/CLOSURE BY SCHOOL, GOVERNMENT OR REGULATORY BODIES:

- There are occasions when public bodies (such as the School, Government, or Regulatory Authorities) may close the school site. In these circumstances, KidsVentures will be unable to operate, as the closure is outside of our control.
- In the event of a forced closure, KidsVentures will initiate a business assessment and survival plan to determine the most viable operational approach.
- As part of this assessment, KidsVentures may introduce a holding fee arrangement to cover fixed business costs. This fee covers the service of holding a child's place during the closure period.
- Parents/Carers will be under no obligation to pay the holding fee. However, KidsVentures reserves the right to prioritise places for families who choose to pay the holding fee, in order to support business viability.

CANCELLATION OF BOOKING BY KIDSVENTURES:

- If KidsVentures is forced to close due to external factors such as severe weather, infectious or contagious disease outbreaks, power cuts, teacher strikes or other industrial action, or by order of the Local Authority, Environmental Health, or other regulatory bodies, KidsVentures will be unable to operate. These events are outside KidsVentures' control and may not be covered by insurance.
- During such forced closures, customers remain liable for fees incurred throughout the closure period. This covers staffing and fixed operational costs that KidsVentures is still required to pay.
- In circumstances where the School itself initiates a closure, KidsVentures may issue a school closure credit note, depending on the nature and duration of the closure.

MEDICATION

- If your child requires medication of any kind, including inhalers, a completed and signed Medical Plan Form must be in place before they can attend. Please contact the KidsVentures office to request this form.
- A completed and signed Permission to Administer Medication Form is required for any medication that may need to be administered during a session. This form can be requested by contacting the KidsVentures office.
- KidsVentures must hold a separate, clearly labelled supply of your child's medication on site at the club. Medication stored by the school cannot be accessed or used during KidsVentures sessions, as KidsVentures is a separate organisation and staff do not have legal or physical access to school-held medication.

Please note: If the above is not in place, your child will not be able to attend the session.



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SAFEGUARDING & WELFARE

- If a child does not arrive at a booked session and KidsVentures has not been informed of their absence, staff will begin the Missing Child Procedure immediately.
- If staff are not informed of an absence by the close of registration at a KidsVentures After-School Club and the Site Leader must enact a Missing Child Procedure, a £3 absence non-notification fee will be charged. This fee contributes towards the management time required to carry out safeguarding procedures and helps reduce false alarms, ensuring rapid response in genuine situations.
- KidsVentures is committed to safeguarding all children in our care from harm, abuse, and neglect.
- KidsVentures Wraparound Care is legally obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents/Carers must inform KidsVentures of any medical, learning, behavioural, or other conditions that may affect their child's safety, wellbeing, or participation in sessions.

EXCLUSION

- KidsVentures reserves the right to exclude or refuse any person without notice if their behaviour compromises the good atmosphere, safety, or wellbeing of the club.
- Transport home following exclusion is the responsibility of the Parent/Carer.
- No refund or credit will be issued for sessions missed due to exclusion.

SERVICE CHANGES

- KidsVentures may need to amend activity programmes, schedules, services, dates, times, or venues due to circumstances outside our control.
- Such changes will be made without refund or compensation.

PHOTOGRAPHY & MEDIA

- KidsVentures occasionally takes photographs and videos at our venues for marketing and promotional purposes, including social media.
- If you prefer your child not to be included, please ensure your child's details are updated in your online parent account.

COMPLAINTS

- If you or your child are not entirely satisfied with the services provided, KidsVentures welcomes your feedback.
- Please refer to our Complaints Procedure for official steps.
- If you feel the outcome is insufficient, you may escalate your complaint to the Director of KidsVentures at feedback@thekidsventures.com.



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LIABILITY

- KidsVentures does not accept liability for personal injury or death unless directly caused by the proven negligence of the company or its employees.
- KidsVentures is not responsible for items that are lost, stolen, or damaged at the club.

LOSS PROPERTY

- KidsVentures will endeavour to return identifiable lost property upon request. Postage costs are the responsibility of the Parent/Carer.
- Unclaimed Breakfast and After School Club lost property will be donated to local charities at the end of each half term. Holiday Club lost property will be donated two weeks after the school holiday.

ABUSE OF STAFF

- Threats, physical violence, verbal abuse, intimidation, or harassment towards KidsVentures staff will result in termination of all direct contact.
- Incidents involving physical violence or threats of physical violence will be reported to the police.

ANCILLARY MATTERS

- Any notice given to a party under or in connection with this contract shall be in writing and shall be:
- delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or the address first noted above (for an individual); or
- sent by email to the address specified above.
- Any notice shall be deemed to have been received:
- if delivered by hand, at the time the notice is left at the proper address;
- if sent by next working day delivery service, at 9.00 am on the second business day after posting; or
- if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. Business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.
- This notice provision does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.
- A person who is not a party to this contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract.



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ANCILLARY MATTERS CONTINUED

- This document constitutes the entirety of the agreement between the parties. It supersedes any prior representations which may have been made, whether orally or in writing. Any modification to this contract must be made in writing and signed by both parties.
- No failure or delay by a party to exercise any right or remedy provided under this contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- All clauses, sub-clauses and parts thereof shall be severable and shall be read and construed independently. Should any part of this agreement be found invalid this will not affect the validity or enforceability of any other provision or of this contract as a whole.
- Parents/carers may not transfer their rights or obligations under these Terms and Conditions to another person without the written consent of KidsVentures.
- This contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
- Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this contract or its subject matter or formation (including non-contractual disputes or claims).

By ticking this box, I confirm that I have read and agree to the KidsVentures Terms & Conditions.